



LIFETIME LIMITED STAIN WARRANTY

for products made of PP, PES and PA solution dyed yarns

It is the commitment to making carpets or tiles that are not only comfortable, warm and stylish, but tough and practical to live with too, that means we can give you a lifetime stain warranty on ITC carpets or tiles, made from Solution Dyed yarns. These floors will resist stains by foods and beverage during its lifetime when recommended care and cleaning procedures are used.

Regular carpet care and routine maintenance is essential to maintain your warranty coverage. It is important that you give immediate attention to any accidental spillages using clean water and a proprietary carpet cleaner.

Over time, normal foot traffic and general soiling of your carpet will cause a change in any carpet's or tiles appearance. Hot water extraction either alone or in combination with cleaning is required to maintain your warranty. This service must be performed by a professional carpet cleaning technician at least once every 24 months to retain your receipts for proof of maintenance service should a warranty claim arise.

WARRANTY CONDITIONS:

- The carpet or tile need to be fitted in areas for which it is suitable; this is clearly mentioned on the technical specification-sheet.
- The carpet or tiles need to be installed by a qualified fitter on a solid floor and in the approved manner in accordance with European Standards.
- The carpet or tiles must be maintained professionally on a regular basis, using products and machinery of good quality. The necessary protection measures, such as doormats and similar must be taken.
- The warranty is only valid for first grade products.

- The warranty only applies for the first buyer, provided that the original purchase invoice can be submitted.
- Our warranty is simple if a professional carpet cleaner cannot remove the stain we'll replace your ITC carpet with a new one, no matter how long it has been enjoyed by the entire family.

The warranty is no longer valid when damage arises due to malice, negligence, removal of the carpet or tiles, transport or due to fire, damage by water and similar.

We specifically decline all responsibility for other direct or indirect damage. Complaints on shading are not seen as a manufacturing fault and are therefore not covered by this warranty. In case of dispute, ITC will appoint an expert who will inspect the carpet or tiles on site.